



**As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must also perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.**

Hyundai is initiating a safety recall to address a condition involving the fuel delivery system in vehicles involved in Recall 189, a safety recall addressing a similar condition, issued in February 2020. Hyundai is initiating this action to ensure the safety of its vehicles for Hyundai customers.

### Affected Vehicles:

- ### **Remedy Information:**

Training recommendations will also be made available once countermeasure is developed.

**Recommended Alternative Transportation:** It is recommended that Service Rental Cars (SRCs) are made available for customers that are concerned with the safe operation of their vehicle prior to release of remedy.

### **Best Practice Checklist:**



- Reception:** Did you offer the customer Alternative Transportation?

- ## Additional Training & Resources

Hyundai Learning Portal

Remedy is currently under development. Applicable training courses related to this recall, if applicable, will be provided once a remedy has been released by HMA.



Hyundai  
Assurance Car Care



## Warranty

Warranty information will be updated once remedy has been released by HMA.

## Parts

Parts, if applicable, will be provided once a remedy has been released by HMA.

## Customer Notification

As of 05/11/2022, NHTSA has posted this recall. Owners will be mailed notification letters in early July 2022.

## Customer FAQs:

### **Q1: My fuel pipe was inspected previously under Recall 189, does it still need to be replaced?**

**A1:** Yes, the fuel line will be replaced in all affected vehicles once the remedy is available.

### **Q2: What is the risk if the fuel line is not replaced?**

**A2:** The fuel line could develop a small crack leading to a leak, increasing the risk of an engine compartment fire.

### **Q3: What is the issue?**

**A3:** The subject vehicles are part of the affected population under Recall 189 (20V-121), which provided an inspection of the fuel feed line connecting the low-pressure fuel pump to the direct injection fuel pump for damage and/or leakage. If the inspection revealed fuel feed line damage and/or fuel leakage, the fuel tube was replaced. If the fuel feed line did not show signs of damage and/or fuel leak, heat resistant tape was applied at the connection between the low-pressure fuel tube and fuel pump. A fuel leak was detected in a limited number of vehicles that received heat resistant tape as the remedy under Recall 189 (20V-121).

### **Q4: What is the safety concern?**

**A4:** Leaking fuel in the engine compartment could increase the risk of an engine compartment fire while in the presence of an ignition source.

### **Q5: Have there been any accidents or injuries?**

**A5:** As of 05/11/22, Hyundai identified 138 reports received from July 30, 2020, to April 18, 2022, of the feed line damage and/or fuel leakage condition in the U.S. market. As of the date of this filing, there are no confirmed crashes, fires, or injuries in the U.S.

### **Q6: What will be done during this recall service at the dealer?**

**A6:** Once an official remedy is available, all owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Hyundai dealer to have the remedy completed.

## Contact Reference

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this important safety matter and continued commitment to Hyundai customers.

Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELPREP Line	1-877-446-2922	Warranty Claim questions for Hyundai Dealers
Warranty Prior Approval (PA) Center	PA@hmausa.com	Warranty Prior Approval (PA) Center for Hyundai Dealers
Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
Customer Support	Contact Information	Description
<b>Hyundai Customer Care Center (Recall/Campaign Questions)</b>	<b>1-855-671-3059</b>	Customer questions or concerns related to <b><u>recall or service campaigns</u></b>
<b>Hyundai Recall /Campaign Website</b>	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center (General Questions)	1-800-633-5151	Customers general questions, <u>non-campaign related</u>
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance
Key Reference Information		
Name	Source	
<b>Campaign Central</b>	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>	
Car Care Scheduling (Xtime) - Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) -Recall Appointment Notification	<ol style="list-style-type: none"> <li>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol>	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	<b>SRC Documentation:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Documents Library > Service Rental Car <b>TSD:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software <b>Insurance:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Hyundai Tech Info	
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS > SERVICE tab > select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed.	
Recall Campaign Website	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>	